



DMA
DEFENSE MEDIA ACTIVITY

VOICE

NOVEMBER 2017



The Art of Listening

By Ray B. Shepherd, DMA director

I was recently reminded how important active listening is to the collaborative process. Active listening is a way of listening and responding to another person that improves mutual understanding. It's often an overlooked skill. Active listening can be frightening if we truly put aside our own judgments and become intent on what the speaker has to say. We might have to change our own ideas and be more open to the ideas of others. It is a skill that requires practice and discipline.

Has this ever happened to you? You're in a conversation with a friend and it sparks a

thought, but you're forced to wait until your friend stops talking for you to say it. Sound familiar? We want to be understood, even at the risk of not understanding someone else. Being understood is important, but not as important as understanding. Be patient and wait. You'll have your turn. In active listening, the goal is not to reach agreement. In fact, there is no expectation of agreeing or disagreeing; the goal is simply to understand and acknowledge the other person's point of view. Active listening allows us to move past our own personal limitations as leaders and encourages new possibilities.

Active listening skills are critical to communication, and more importantly, collaboration. Managers must be able to harness the ideas and innovation offered by their team, and active listening skills ensure the opportunities to do so are capitalized.

Employee collaboration not only equals a happier workforce, it represents an educated one. A collaborative workplace naturally cultivates a sense of community within an organization. Engaged employees go beyond the expectations of their role, absorbing as much organizational knowledge as possible leading to true innovation

across the enterprise.

So, the next time you're in a conversation, try actively listening. As DMA continues to work to achieve our vision "to be the essential communication resource for America's Defense community", collaboration is vital. We are deploying G-suite and other collaboration tools to support our collaborative efforts. However, no collaboration tools will work if the fundamental human tool, listening, doesn't happen.

Ray B. Shepherd



Patricia "Patty" Collins, McChrystal Group Leadership Institute Principal, was the keynote speaker at the National Disability Employment Awareness Month event yesterday at Defense Media Activity headquarters. (U.S. Air Force photos/Tech. Sgt. Patrick Harrower)



FY 2017 DMA Mentoring Program Attendees at End of Program Celebration, 12 October 2017. Front Row: Joseph Sanders, Nicole Meade, Michael Drumheller, Kimberly Wiegmann. Second Row: Leneen Speed-Walker, Denise Nicholls, Willie F. Baker IV, MCPO Melissa Weatherspoon. Back Row: Barbara Burfeind, TSgt Nichelle Anderson, Glenda Arrington, Shadonna Minnis. (U.S. Air Force photo/Tech. Sgt. Greg Biondo)

DMA Mentoring Program Celebrates Success!

Denise Nicholls, Mentoring Program Manager, Workforce Development

The Defense Media Activity Mentoring Program just completed it’s nine-month formal mentoring partnership for FY 2017, a program for all DMA Military members and Civilian employees. Congratulations to the 17 Mentors and 17 Mentees who successfully completed the FY 2017 DMA Mentorship Program!

It can be an extremely rewarding experience for both partners to

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collectively celebrate the accomplishments and milestones surpassed and to reflect on the rewards reaped through the mentoring process.

Thanks again to all the participants and their supervisors. We hope to see you return as a

mentor in a future DMA Mentorship Program, or as a member of the DMA Mentoring

Support Team. To be a Mentoring Support

Team member, please contact Denise Nicholls at DMA HQ, denise.a.nicholls.civ@mail.mil, or contact Julie Blackburn at DINFOS, julie.a.blackburn.civ@mail.mil.

What is mentoring? There are many definitions, but in its simplest form, mentoring is people helping people grow and develop. It is the process people go through to transfer knowledge from one to another. The mentoring partnership is an agreement between two people sharing experiences and expertise to help with personal and

professional growth.

The DMA Mentorship Program involves people not only in their own growth and development, but also in the growth and development of the organization. It is designed to foster formal, facilitated mentoring connections to help the mentee learn about the foundations of success, which are:

- 1) Expertise, and having the specialized knowledge and experience you bring to the job that distinguishes you in the workplace.
- 2) Building Relationships.

DMA Mentoring Program Participants for FY 2017

The following is the list of 17 Mentors and 17 Mentees who successfully participated in the DMA Mentoring Program for FY 2017. Contact: Denise Nicholls, Mentoring Program Manager, Workforce Development, denise.a.nicholls.civ@mail.mil.

Mentors:

JoAnn M. Anderson
Glenda B. Arrington
Robert C. Bleir
Julie A. Briggs
Barbara A. Burfeind
SMSgt Jason David
COL Martin Downie
Michael G. Drumheller
PO1 Robert J. Guerra
Col David W. Honchul
Hector Lopez
1SG Richard I. McNamara
CAPT Scott E. Norr
Mary K. O’Shea
Joseph A. Sanders
Frederick R. Townsend
MCPO Melissa F. Weatherspoon

Mentees:

TSgt Nichelle K. Anderson
Willie F. Baker, IV
SSgt Jette Carr
Ronald F. Docksai, Jr.
PO3 Rebecca-Lee Etheridge
Linn A. Foster
Wanda M. Gonzalez
SSG Jose A. Ibarra
PO1 Peter Lewis
Lynda A. Malneritch
Nichole S. Meade
Shadonna D. Minnis
A1C Candin M. Muniz
SSG Patricia Ramirez
Leneen J. Speed-Walker
Kimberly A. Wiegmann
TSgt Chanda E. Winchester

The DMA Mentoring Program has many benefits.

Mentors benefit from:

- Additional management and leadership skills
- Opportunity to pass on knowledge and insights learned through the years
- Increased personal growth – “by teaching, you learn”
- Increased job satisfaction
- Opportunity to serve others
- Opportunity to inspire others to mentor

Mentees benefit from:

- Direction and feedback on personal growth
- Clarification regarding career goals and career growth
- A source for problem analysis
- A network of contacts
- A supportive source of information and guidance
- Exposure to developmental opportunities
- Familiarization to the organization’s culture

DMA benefits from:

- Improved communication
- Improved leadership
- Improved motivation and morale
- Improved recruitment and retention
- Improved workforce capability
- Improved organizational effectiveness
- Supports succession planning
- Familiarizes employees to the organization’s culture

Rumor Control

There have been rumors about the DMA Reorganization. Here's the official scoop. The FY18-20 Planning Guidance included some changes in processes and resource ownership. The goal is for the Component Heads to own the resources assigned to the DMA mission and support programs that they are responsible for. For example, Technical Services owns the resources (money, positions and people) assigned to the following programs:

- Defense Wide Media Systems
- AF TV and Radio Support Systems
- Client Media Systems Services
- Common Technical Support
- DINFOS Training Support Systems

Over the last few months, the components have been developing proposals to implement the guidance. Based on the inputs received, the proposed changes to organization structure and position realignments have been consolidated in a package. The package is being staffed to the components for coordination and then to the Director for approval. Once the package has been approved, the workforce and collective bargaining units will be notified. After the notification process is completed, the changes will be implemented in the appropriate resource management systems. Employees will receive confirmation on any changes from their chain of supervision.

DMA's Benefits Source

OPM 2017 FEHB Open Season Announcement!

The Office of Personnel Management (OPM) officially announced the dates for the 2017 Federal Employees Health Benefits (FEHB) Open Season: Monday, November 13, 2017 through Monday, December 11, 2017.

Use the link below to compare the 2018 Health Insurance premiums:

<https://www.opm.gov/healthcare-insurance/healthcare/plan-information/premiums/>

The FEHB Handbook provides detailed information on who are eligible family members

<https://www.opm.gov/healthcare-insurance/healthcare/reference-materials/fehb-handbook/>

DMA 2017 RETIREMENT SEMINAR TENTATIVE DATES!

2017 DMA Retirement Seminar tentative dates are November 28th – 29th.

If you have questions, contact Natasha Boyd, DMA Benefits Specialist, at 301-222-6218 or DSN 773-4218 or email Natasha.d.boyd.civ@mail.mil.



DMA Headquarters Launches New Walk-Up IT Service Desk

In order to better serve DMA HQs IT customers, Technical Services has improved the IT Service desk on the ground floor and has formally stood up the "walk up" portion to the Service desk with new signs and customer counters. The new

signs indicate where the Service Desk is located and what services are available to walk up customers. The Service Desk is there to assist with not only break-fix incidents but also with service requests (requests for new services) and

requests for information (such as "how do I do X?").

These changes were put in place not only to comply with current DoD best practices, but also to properly reflect that we provide vital services to end users and their technology systems in order to allow DMA to execute our mission. A service desk is the single point of contact between Technical Services as the service provider -- and the users.

DINFOS already has a successful walk-up service desk, and so Director of Technical Operations Mr. Chris

Hopwood, decided to implement the same model in DMA HQ in order to provide a simple means to obtain minor accessories, connectors, etc., and have quick fixes applied to user laptops on a walk-up basis. Headquarters staff should feel free to come downstairs and take a look at the new IT Service Desk and meet the staff. It is currently open for business Monday through Friday (excluding holidays) from 6 am till 6 pm at the foot of main staircase inside the east wing.

Use it or Lose it!

Civilian employees may carry over to the next leave year a maximum amount of accrued annual leave (240 hours for most employees). "Use or lose" annual leave is the amount of accrued annual leave that is in excess of the employee's maximum annual leave limitation for carry over into the next leave year. Employees must "use" their excess annual leave by January 06, 2018 or they will "lose" (forfeit) it.

Plan your leave in advance by logging onto myPay at <https://mypay.dfas.mil/mypay.aspx> to check your "use or lose" leave balance and forecast your leave for the remainder of the year.

Missed the FIRST Class here's your **2ND** Chance to Become a G Suite **TRAINER**

Sign-Up Now to Become a G Suite Trainer for your Line of Business!

We have arranged training sessions for the Trainers where instructions will be provided on how to seamlessly use the various G Suite applications. In turn, you will use what you have learned to help train the DMA workforce and assist in answering common questions. For a list of G Suite Champions and LoB coordinators, go to DMA's G Suite Team @ <https://sites.google.com/dma.mil/gsuite>

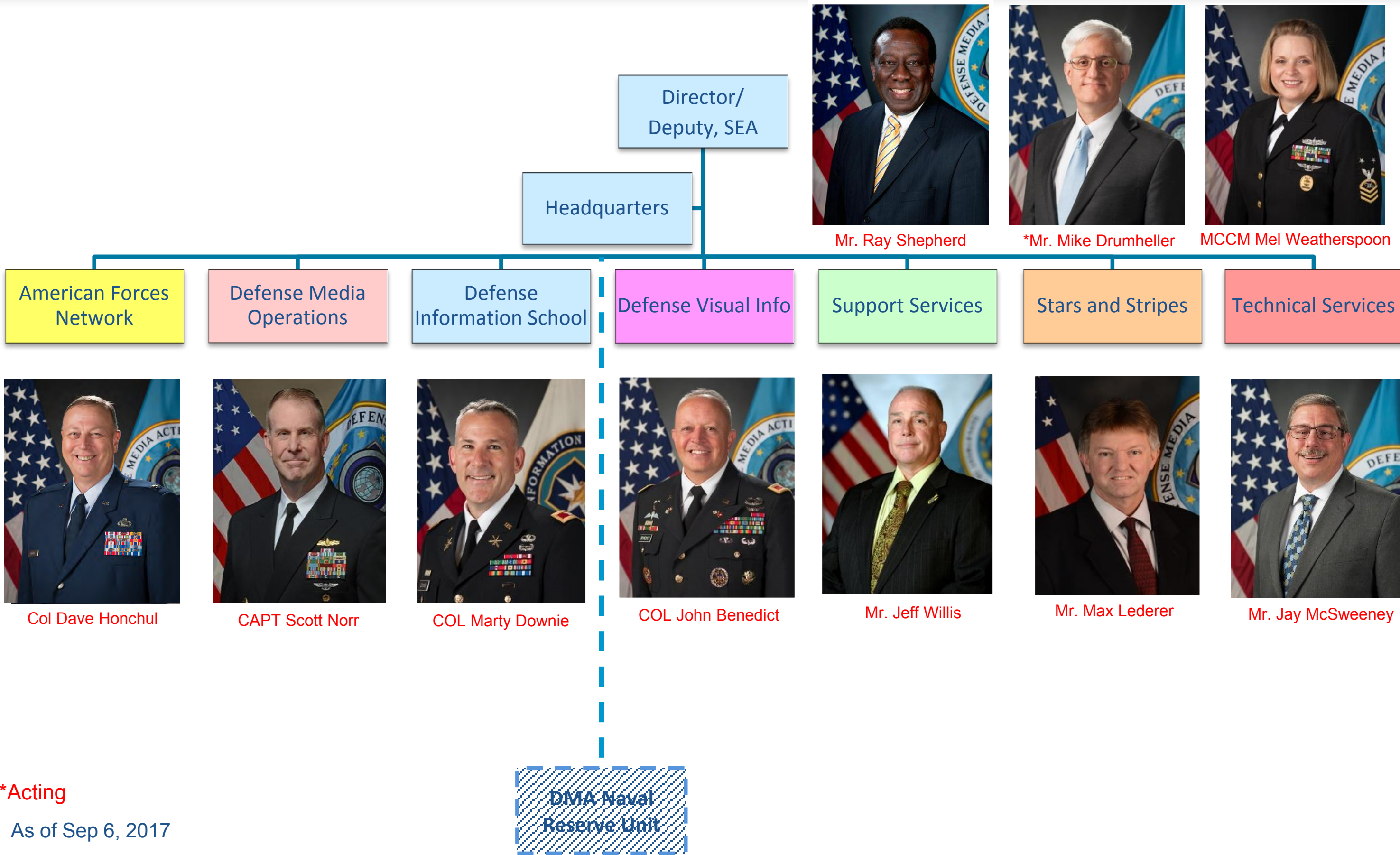
Sign up for Training at DMA's LMS (G Suite Trainer).
Classes to date are available for CONUS Only.
Classes for OCONUS will be scheduled at a later date.

DMA LMS Signup - G Suite Trainer - Nov, 1 & 2, 2017

<https://sites.google.com/dma.mil/gsuite>

"With the creation of documents, spreadsheets and presentations similar to what you're using now. G Suite allows for sharing with teammates working together on the same file, at the same time."

DMA
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*Acting
As of Sep 6, 2017

Happy 242nd Birthday, Navy!





The Air Force Central Command band performs in the American Forces Network Bahrain studio during a live radio broadcast. (U.S. Navy photo by Chief Mass Communication Specialist Sabrina Parker/Released)



Mass Communication Specialist 2nd Class Michael Harari interviews grammy-nominated artist Carolyn Malachi during a live broadcast. (U.S. Navy photo by Chief Mass Communication Specialist Sabrina Parker/Released)



Mass Communication Specialist 2nd Class Zac Shea (center), assigned to American Forces Network Bahrain records an interview about Exercise Alligator Dagger. (U.S. Navy photo by Chief Mass Communication Specialist Sabrina Parker/Released)



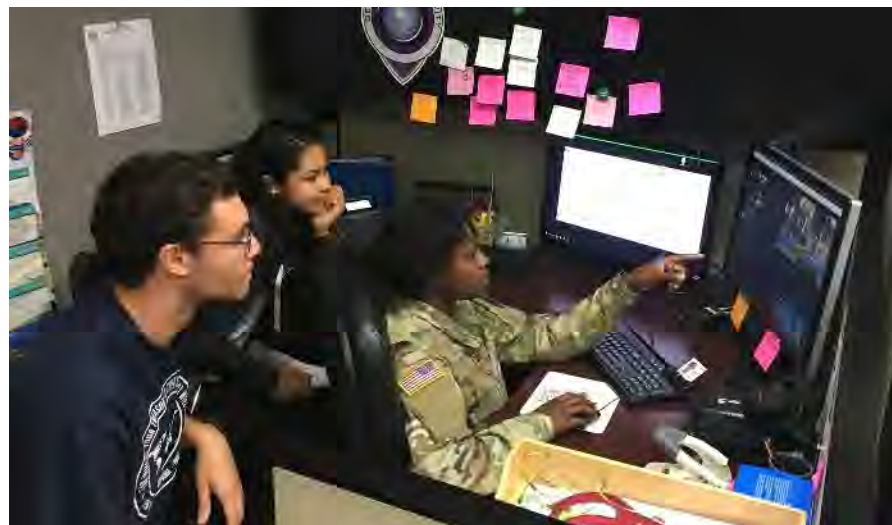
Chief Mass Communication Specialist Sabrina Parker takes a "selfie" during a dental examination. (U.S. Navy photo by Chief Mass Communication Specialist Sabrina Parker/Released)



Interior Communications Electrician 2nd Class Justin Villarino inspects and performs maintenance on Naval Support Activity Bahrain base cable connections. (U.S. Navy photo by Chief Mass Communication Specialist Sabrina Parker/Released)



AFN DAEGU (CAMP WALKER) - Army Sgt. 1st Class Victor Aguirre interviews Khia Wood, Child and Youth Services Liaison, during a live radio remote for the CYS's Boys and Girls Club Day on Camp Walker, South Korea September 9, 2017. American Forces Network Daegu works closely with U.S. Army Garrison Daegu to garner community involvement through radio commercials and on location live broadcast of community events. (U.S. Army photo by Sgt. 1st Class Victor Aguirre//RELEASED)



AFN DAEGU (CAMP WALKER) - Army Sgt. Joni Jackson teaches Daegu High School students sequencing in broadcast journalism at American Forces Network Daegu October 17, 2017. Daegu High School and AFN Daegu have partnered together to teach high school students broadcast operations ranging from video and radio productions. The partnership looks to give high school students real world broadcast experience within an AFN radio station. (U.S. Army photo by Sgt. 1st Class Victor Aguirre//RELEASED)



DIEGO GARCIA, 18 October 2017 - Mass Communication Specialist 1st Class Sylvia Nealy, left, and Mass Communication Specialist Seaman Tyler Diffie, right, conduct training on the process of loading new music onto a server at American Forces Network Diego Garcia. (U.S. Navy photo by Mass Communication Specialist 1st Class Gary L. Johnson III//Released)



DIEGO GARCIA, 17 October 2017 - The American Forces Network Diego Garcia Wallyball Team poses for a group photo before an Morale Welfare and Recreation (MWR) tournament. (U.S. Navy Photo/Released)



AFN HUMPHREYS - Twenty-year-old, PVT Andrew Jo, joined the AFN Humphreys TV news family SEP'17 after being awarded the Military Occupational Specialty, 46R (broadcast Journalist) from the Defense Information School. The Bakersfield, California native's DINFOS instructors raved about his talents to the US Army CMF 46 Senior Career Advisor, who then alerted AFN Humphreys they were gaining a superstar. Welcome to the AFN Humphreys TV news team, PVT Jo!



AFN KUNSAN, 18 October 2017 - U.S. Air Force Senior Airman Susan Lee, radio disc jockey, readies herself to engage the battering rams obstacle, part of the Alpha Warrior competition at Kusan Air Base, Republic of Korea. The battering rams were one of six obstacles competitors had to overcome on the Alpha Warrior Battle Station. She poses with members of the Wolf Pack and Alpha Warrior professionals and will be one of nine qualifying female competitors during the event and will go on to compete at the regional competition at Osan Air Base on Sunday, Oct. 22, 2017. (U.S. Air Force photos/Tech. Sgt. Nicholas Filip)